

AUTOMARK TROUBLESHOOTING GUIDE

A. Hardware-Related Problems

The troubleshooting techniques described in this section are designed to aid the Jurisdiction Official in identifying possible hardware related problems.

SYMPTOMS	POSSIBLE CAUSE	REMEDY
The key is in the OFF position, but the RED indicator located on the left control panel is not lit.	<ul style="list-style-type: none">• The VAT line cord may not be plugged into an AC outlet, or power may not be available because of a defective outlet.• A power outage or power disruption may be taking place.	<ul style="list-style-type: none">• If the line cord is unplugged, insert it into an appropriately rated AC wall outlet. If the line cord is already plugged in and there is no power outage, try another outlet. If the problem persists, contact your VAT service provider.• During a power outage, the VAT no longer draws power from the AC outlet. In this case the RED indicator automatically turns off.
The VAT turns ON when powered from an AC outlet, but will not remain ON during a power outage.	<ul style="list-style-type: none">• The Battery Pack may be discharged, or it was not allowed to sufficiently charge before the power outage.• The Battery Pack may be faulty, or the power distribution circuitry may be faulty.	<ul style="list-style-type: none">• Test the Battery Pack charge state by pressing the Battery Charge Test button. If none of the bars light up, the Battery Pack is discharged and therefore not able to power the VAT. When power is restored, allow the Battery Pack to fully charge.• Test the Battery Pack charge state by pressing the Battery Charge Test button. If at least one bar lights up, the Battery Pack should have been able to supply power to the VAT to keep it on. If not, contact your VAT service provider.
Key is in the ON position, but the ON indicator does not change from GREEN to AMBER when the VAT is powered from an	<ul style="list-style-type: none">• The ON indicator AMBER emitter may be faulty, or the VAT power distribution circuitry may be faulty.	<ul style="list-style-type: none">• Contact your VAT service provider.

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AC outlet, and there is a power outage.		
Key is rotated to TEST position, but test screen is not displayed on the LCD panel.	<ul style="list-style-type: none"> The Key switch may be faulty, or the VAT operation mode control circuitry may be faulty. 	<ul style="list-style-type: none"> Contact your VAT service provider.
Key is rotated to TEST position, but BEEPER does not generate a short BEEP sound.	<ul style="list-style-type: none"> The key switch may be faulty, or the BEEPER and/or the VAT operation mode control circuitry may be faulty. 	<ul style="list-style-type: none"> Contact your VAT service provider.
Key is in the ON position, but the ON/OFF indicator does not start to blink (AMBER color) when the Battery Pack charge is LOW, or when the Battery Pack reaches a LOW-CHARGE state during VAT operation.	<ul style="list-style-type: none"> The ON indicator may be faulty, or the BEEPER and/or the VAT operation mode control circuitry may be faulty. 	<ul style="list-style-type: none"> Contact your VAT service provider.
The Battery charge bar-graph indicator does not light up (to indicate the Battery Pack charge state) when the VAT is powered from the battery Pack and the Battery Test Button is pressed.	<ul style="list-style-type: none"> The Battery charge, bar-graph indicator or Battery Test Button may be faulty, or the VAT Battery Pack charge status circuitry may be faulty. 	<ul style="list-style-type: none"> Contact your VAT service provider.
The Battery Pack does not start to charge after the VAT line cord is plugged into a working AC outlet.	<ul style="list-style-type: none"> The lowest bar of the Battery Charge Bar-Graph Indicator should be brightly lit when the Battery Pack is charged at a fast rate, or dimly lit when it is almost fully charged. Additional bars should light up as the Battery Pack is getting 	<ul style="list-style-type: none"> Contact your VAT service provider.

SYMPTOMS	POSSIBLE CAUSE	REMEDY
	charged (up to the top-most bar, when battery is fully charged).	
The Battery Pack does not reach a FULL charge state after the VAT line cord is plugged into a working AC outlet for a period of approximately 3 to 3 ½ hours.	<ul style="list-style-type: none"> • The VAT Battery Pack or Battery Pack charging circuitry may be faulty. 	<ul style="list-style-type: none"> • Replace the Battery Pack and repeat the charging cycle. • If problem persists, contact your VAT service provider.
The Battery Pack does not seem to maintain a FULL charge state when the VAT is powered from an AC outlet.	<ul style="list-style-type: none"> • When the Battery Pack reaches a FULL charge state, the lowest bar of the Battery Charge Bar-Graph should turn OFF. If not, the Battery Pack may no longer be able to reach/maintain a full charge state (due to aging or fault), or the Battery Pack charging circuitry may be faulty. 	<ul style="list-style-type: none"> • Replace the Battery Pack and repeat the charging cycle. • If problem persists, contact your VAT service provider.
The Battery Pack does not start to charge when the VAT Key Switch is in the OFF position, and the VAT External Battery Charger is powered from a working AC outlet and is plugged into the VAT Battery Charger Jack.	<ul style="list-style-type: none"> • The external Battery Charging circuitry may be faulty. 	<ul style="list-style-type: none"> • If Battery Pack can be charged when the VAT is powered from an AC outlet, replace the External Battery Charger and repeat the charge cycle. If the problem persists, contact your VAT service provider. • If the Battery Pack cannot be charged when the VAT is powered from an AC outlet, contact your VAT service provider.
A ballot is inserted, but does not draw into the VAT for processing.	<ul style="list-style-type: none"> • The ultrasonic sheet detector may be faulty, the motors may be faulty, or the printer engine board may be faulty. 	<ul style="list-style-type: none"> • Pull the ballot out, reboot the VAT, and try to insert the ballot again. • If problem persists, contact your VAT service provider.
VAT is non-responsive when any of the keypad	<ul style="list-style-type: none"> • The keypad or the front panel circuitry may be faulty. 	<ul style="list-style-type: none"> • Contact your VAT service provider.

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keys are pressed in accordance with proper VAT operation.		
No audio is heard when a pair of headphones is inserted in the small or large headphones jack on the front panel.	<ul style="list-style-type: none"> • The headphones used by the voter may be defective. • The volume may be set too low. • The circuitry associated with commands entry may be faulty, or the audio processing circuitry may be faulty. 	<ul style="list-style-type: none"> • Replace the headphones. • Try to increase the volume by repeatedly pressing on the Volume Increase Key. • If problem persists, contact your VAT service provider.
VAT is non-responsive when a Puff and Sip device is inserted in the Puff and Sip jack on the front panel.	<ul style="list-style-type: none"> • The Puff and Sip device used by the voter may be defective. • The VAT Puff and Sip interface circuitry may be defective. 	<ul style="list-style-type: none"> • Contact your VAT service provider.
The ballot does not print.	<ul style="list-style-type: none"> • The print cartridge may be out of ink. • The circuitry associated with ballot printing functions is faulty. 	<ul style="list-style-type: none"> • Replace the print cartridge and insert a blank ballot to be processed by the VAT. • If problem persists, contact your VAT service provider.

B. Ballot-Related Problems

The troubleshooting techniques described in this section are designed to aid the Jurisdiction Official in identifying possible ballot related problems.

SYMPTOMS	POSSIBLE CAUSE	REMEDY
Ballot was inserted, but rejected. The VAT screen displays message “Paper misfeed. Please contact an election official.”	<ul style="list-style-type: none">• The ballot may not have fed into the machine properly.• The ballot may be damaged (folded or torn).• The Cleanout Tray Reversible Roller may be in the wrong position for this type of ballot.• The wrong size Insert Tray for the type of ballot may be installed.• The PV scanner may be smeared with ink or paper dust.	<ul style="list-style-type: none">• Try feeding the ballot again.• Replace the ballot and try again.• If ballot is 15” or longer, the reversible roller should be in the wheels-up position, otherwise it should be in the wheels-down position. See Section 14A.• The Insert Tray should be just wide enough for the type of ballot being used (not any wider or narrower). Replace Insert Tray with correct type.• Remove the PV scanner and wipe clean with a paper towel or a soft cloth. See Section 14H.• If problem persists, call your VAT service provider.
Ballot was inserted, but rejected. The VAT screen displays message “Ballot not recognized.”	<ul style="list-style-type: none">• The ballot may not have scanned properly.• The ballot may be damaged (folded or torn).• The Cleanout Tray Reversible Roller may be in the wrong position for this type of ballot.• The wrong size Insert Tray for the type of ballot may be installed.	<ul style="list-style-type: none">• Try feeding the ballot again.• Replace the ballot and try again.• If ballot is 15” or longer, the reversible roller should be in the wheels-up position, otherwise it should be in the wheels-down position. See Section 14A.• The Insert Tray should be just wide enough for the type of ballot being used (not any

SYMPTOMS	POSSIBLE CAUSE	REMEDY
	<ul style="list-style-type: none"> • The PV scanner may be smeared with ink or paper dust. • The ballot may not match the data set loaded on the Compact Flash Card. • If the ballot has a stub, the stub length may not have been entered into the election setup information. • For Optech ballots, the stub length may not be longer than 18mm. • If the problem persists, the scanner may be faulty. 	<p>wider or narrower). Replace Insert Tray with correct type.</p> <ul style="list-style-type: none"> • Remove the PV scanner and wipe clean with a paper towel or a soft cloth. See Section 14H. • Go to the “Select Available Precincts” menu from the Test Mode Menu and confirm what you expect to see in the precinct list. If incorrect, contact Election Official for the correct Compact Flash Card. • Stub length must be entered into the election prior to exporting data to the compact flash memory card. Contact the Election Official; a corrected flash memory card must be created. • If there is a stub on the Optech ballot, remove the stub before inserting the ballot into the AutoMARK. • Contact your VAT service provider.
<p>The ballot prints the first side (face down side), but displays an error message before printing the other side.</p>	<ul style="list-style-type: none"> • There may be an obstruction in the middle of the tray. • The wrong size Insert Tray for the type of ballot may be installed. • The PV scanner may be smeared with ink or paper dust. • The ballot may not match the data set loaded on the Compact Flash Card. 	<ul style="list-style-type: none"> • Remove the cleanout tray and clean it. See Section 14A. • If ballot is 15” or longer, the reversible roller should be in the wheels-up position, otherwise it should be in the wheels-down position. See Section 14A. • Remove the PV scanner and wipe clean with a paper towel or a soft cloth. See Section 14H. • Go to the “Select Available Precincts” menu from the Test Mode Menu and confirm what you expect to see in the

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	<ul style="list-style-type: none"> If the ballot has a stub, the stub length may not have been entered into the election setup information. 	<p>precinct list. If incorrect, contact Election Official for the correct Compact Flash Card.</p> <ul style="list-style-type: none"> Stub length must be entered into the election prior to exporting data to the compact flash memory card. Contact the Election Official; a corrected flash memory card must be created. If problem persists, contact your VAT service provider.
The AutoMARK screen displays the message “Bad XML Exception.”	<ul style="list-style-type: none"> One or more of the files on the compact flash card has been truncated or tampered with. 	<ul style="list-style-type: none"> Contact Election Official for a replacement compact flash card. NOTE: Data in the ElectionData folder on the compact flash card must not be altered in any way. This includes creating new files or subdirectories in the ElectionData folder.
The AutoMARK displays the message “Access code is wrong or files have been tampered with.”	<ul style="list-style-type: none"> Wrong access code was used. Data on the compact flash card has become corrupted. 	<ul style="list-style-type: none"> Go to Test Mode by turning the Key switch all the way to the right. Enter the proper access code. Turn the key switch back to Run Mode. Contact Election Official for a replacement compact flash card.
The ballot prints incorrectly; ovals are offset.	<ul style="list-style-type: none"> Printer requires recalibration. 	<ul style="list-style-type: none"> Recalibrate the printer. See Jurisdiction Guide for detail instructions.
Significant Y offset print errors occur on an Optech ballot.	<ul style="list-style-type: none"> Insert tray is obstructing the ballot. Print cartridge may not be lodged tightly against the print head. If the Y offset errors are within 2½” to 5” of the top or bottom edge of the ballot, then the problem could be caused by trying 	<ul style="list-style-type: none"> Make sure the insert tray does not obstruct the feed path of the ballot. Ensure that the print cartridge is tightly lodged against the print head. May need to replace the print cartridge if some nozzles are bent. The AutoMARK VAT cannot print more than 35 print items

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	to print too many items within the 2½" to 5" window.	<p>in the 2½" to 5" margins of the Optech ballot without risking significant Y offset print errors. Reduce the number of print items in this area by changing the layout of the printed ballot. See the AIMS Election Officials Guide for more information about Optech Ballots.</p> <ul style="list-style-type: none"> • If problem persists, contact your VAT service provider.

C. Error Related Messages – Probable causes and resolutions

The troubleshooting techniques described in this section are designed to aid the Jurisdiction Official understand and correcting possible error messages which may occur.

SYMPTOMS	POSSIBLE CAUSE	REMEDY
ERROR – PAPER MISFEED	Ballot was inserted incorrectly and the AutoMARK paper feed mechanism was not able to align the ballot for scanning operations.	<p>a. Open the top panel or the rear clean out panel.</p> <p>b. Remove the ballot.</p> <p>c. If the ballot is not damaged, re-insert the ballot correctly.</p>
ERROR – PAPER JAM	Paper ballot was inserted correctly, but the AutoMARK VAT tractor feed mechanism cannot move ballot into the next position.	<ol style="list-style-type: none"> 1. Open the top panel or the rear clean out panel. 2. Remove the ballot. 3. If the ballot is not damaged, re-insert the ballot correctly.

ERROR – Ballot Has Not Been Recognized	System is unable to read election information programmed and/or stored on the compact flash memory card (FMC).	<ol style="list-style-type: none"> 1. Shutdown AutoMARK VAT. 2. Remove compact FMC. 3. Reprogram FMC with correct data. 4. Touch the key switch with one hand to discharge any static build-up 5. Insert FMC in AutoMARK VAT. 6. Startup AutoMARK VAT. <p>Note: If the FMC allows for manually ID ballot, the voter will be allowed to select a ballot format if the AutoMARK VAT does not recognize the ballot upon insertion.</p>
General Error	Probable cause is an error in the software or a low memory condition.	<ol style="list-style-type: none"> 1. Make sure that you have election judges/ pollworkers from both parties present. 2. Turn the keyswitch to the off position. 3. Press the OK button on the message box (if there is one). 4. If the system does not power off within 5 to 10 seconds, try pressing the okay button again if it is still on the screen. 5. (Note: the system may take up to 30 seconds to turn off.) After the system has powered off, turn the keyswitch ON again. 6. The system will reboot. If there is a ballot in the VAT, it will be ejected, and any voting sessions that were in progress will have to be restarted. Note that if the ballot was being marked when the error occurred, a security cover should be placed over the ballot as it comes out, the ballot should be spoiled, and the voter should be given a new blank ballot.

AREA	ERROR MESSAGE/DESCRIPTION	POSSIBLE CAUSE	REMEDY
Startup	Waiting for Flash Card to become available... (this may take 30 seconds or more)"	There is either no flashcard inserted or the inserted flashcard is not complying with the export format. Another cause for this in DV2.0 machines is that the system was not powered up properly and the compact flash card reader was not enumerated properly.	Try turning the system off, waiting for 15 solid seconds with the system off, and then turn the system on again. If the problem keeps repeating, then try a different compact flash card or have the machine serviced.
Startup	There are no ballots on the Flash Card and file read error is seen. Turn OFF the machine and check if a valid Flash Card is present.	The Automark VAT library was not able to import the ballots. There are no ballots available for the GUI to process.	Try a different compact flash card.
Startup	AutoMARK Datafile Read Error. Message : <system err. Msg> Filename: <impacted file> Please power-off the system and replace the flash card. Touch the OK button after you have turned the keyswitch to the OFF position.	There is either a missing data file or a data file is not formatted right.	Try turning the system off, waiting for 15 solid seconds with the system off, and then turn the system on again. If the problem keeps repeating, then try a different compact flash card or have the machine serviced.
Startup	Alert! A problem has occurred. Please notify an election official. Files have been tampered with or wrong access code!	The system detected that the flashcard data has been tampered and is not the original data that was exported. An additional cause could be that the pin code that was entered in the unlock screen was not the correct pin code for this particular set of data.	Make sure the pin code is correct. See earlier instructions for unlocking the compact flash card. If possible, get a new compact flash card or data set.
Startup (Win XP)	The ballot could not be loaded.	The system was not able to load the ballot that the user attempted to preview.	Restart the computer.

Scanning	File read error. <Error number>	Displayed when a file error occurred during the scanning process.	Try turning the system off, waiting for 15 solid seconds with the system off, and then turn the system on again. If the problem keeps repeating, then try a different compact flash card or have the machine serviced.
Scanning	Unknown scanner event <event code>	This message and the displayed event code should be reported to the Automark customer service team.	This message and the displayed event code should be reported to the Automark customer service team.
Flash Card	The Flash Card has been removed. Turn OFF the machine and insert a valid Flash Card.	System detected that the flash card was removed or tampered with.	Turn the key switch to the off position. (Touch the key switch with one hand to discharge any static build-up.) Replace the compact flash card, if necessary, and then turn the key switch to the ON position.